



224800

CANTERBURY

HOMEOWNERS ASSOCIATION

TO: MS. JOYCE BOYD**FROM: Canterbury HOMEOWNERS**

The enclosed letter of the Canterbury Homeowners Association which consist of all the homes in the Canterbury Subdivision located off of Hwy 25 in Piedmont, South Carolina respectfully request that the bond insurance for United Utilities be denied. We also request that the decision to deny their request for a rate increase in docket # 2009-479-WS stand.

United Utilities is a company that continues to fail to identify all of their customers. They have failed to properly inform their customers of how they bill and what the rates are based upon. An average bill from Greenville Water System is approximately \$12.18 every three months for water volume up to 150 gallons of water. This amount also includes a base charge of \$18.00 for a total of \$30.18 for three (3) months. Greenville Water System charges the average household \$26.70 every three (3) months, per 150,000 gallons plus \$25.20 for renewable water services for a total of \$52.20 every three (3) months. **WHY IS OUR SERVICE WITH UNITED UTILITIES SO HIGH?**

United utilities charges \$48.24 per month for waste water usage, how do they arrive at this figure for each household in Canterbury? What type of chemical treatment are we getting? How often are they treating our facility? These question have never been clear to us and United Utilities continues to be vague in their responses.

Again, on behalf of the homeowners, members of The Canterbury Homeowners Association, we respectfully ask that our request be seriously considered and United Utilities is **DENIED** an insurance bond.

Thank You.

Respectfully Submitted,

Virginia Gray, President
Canterbury Homeowners Association